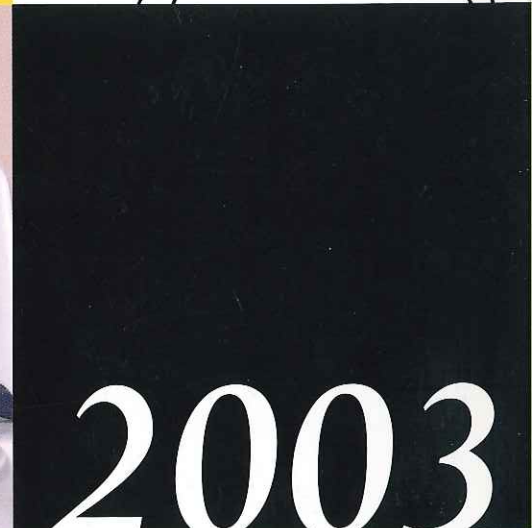
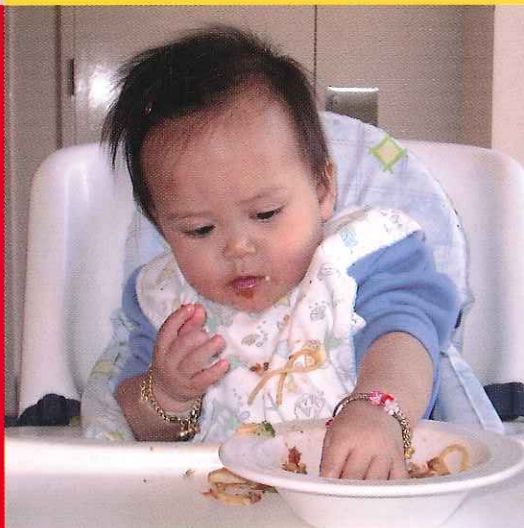
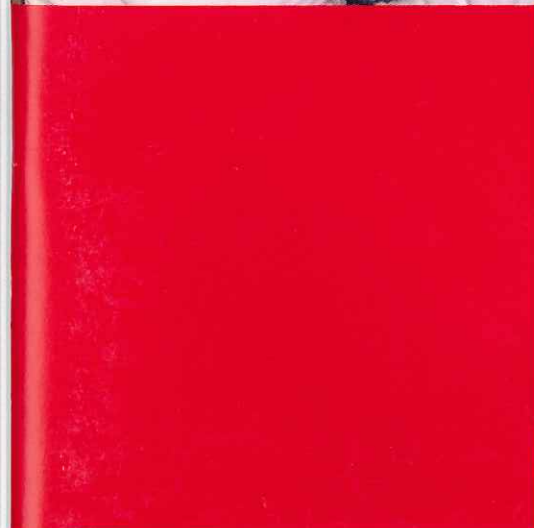
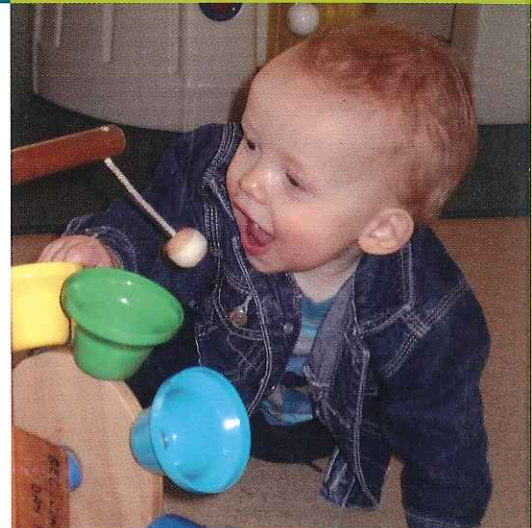
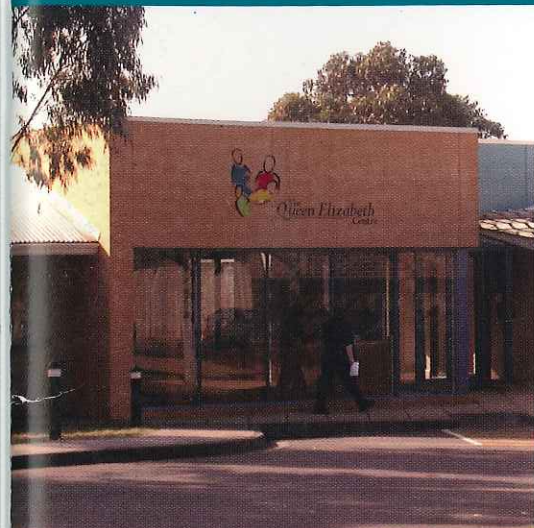


The Queen Elizabeth Centre



2003

85th annual report

history

The Queen Elizabeth Centre directly derives from the Victorian Baby Health Centres Association, which was formed in Victoria in 1917. The Baby Health Centres movement was conceived by the late Dr I. Younger Ross, the late Mrs J Hemphill and the late Mrs W Ramsay. It spearheaded the establishment of baby health centres throughout Victoria, coordinating the efforts of local municipalities, organisations like the Country Women's Association and local voluntary committees.

1917 the first Baby Health Centre opened in Richmond

1918 the Victorian Baby Health Centres Association and its graduate nurse training centre were formally established in South Melbourne

1928 the Victorian Baby Health Centres Association Training School moved to new premises at 730 Swanston Street, Carlton, becoming the first residential centre for nurses and doctors studying infant health and welfare

1934 the residential training school registered as a public hospital under the Hospitals and Charities Act

1937 Travelling Baby Health Centre commenced the Mallee Circuit

1949 Baby Health Centre of the Air broadcast on radio station 3UZ until 1953

1950 Victorian Baby Health Centres Association was incorporated

1951 Victorian Baby Health Centres Association Inc. functions transferred to newly renovated premises on the site of the former Carlton Home bound by Keppel, Lytton and Cardigan Streets. Named after Her Majesty, Queen Elizabeth, the Queen Mother, it comprised a Nursing Mothers' Wing, Infants' Hospital Section and Baby Health Centre; nurse training functions continued until 1979

1973 new hospital building opened with frontage to Lytton Street

1979 Queen Elizabeth Day Nursery opened

1983 Queen Elizabeth Auxiliary established

1986 name changed to The Queen Elizabeth Centre

1989 Carlton Creche and Day Nursery amalgamated with The Queen Elizabeth Centre

1993 Community Outreach Nurse Service (home visiting) commenced; June Shaw Wing opened

1994 Day Stay services commenced

1995 conversion of former Children's Unit to family accommodation

1996 establishment of three year Dandenong Day Stay Program

1997 Queen Elizabeth Day Nursery closed; establishment of two year Mill Park and Wangaratta Day Stay Programs and Wangaratta In Home Support Programs

1998 The Queen Elizabeth Centre moved to new premises at 53 Thomas Street, Noble Park; establishment of pilot residential Parenting Assessment and Skills Development Program with funding from the Victorian Government High Risk Infants Initiative; extension of Wangaratta Day Program to Myrtleford

1999 Carlton Creche & Day Nursery sold—proceeds established The Queen Elizabeth Centre Research & Development Fund; commenced Home Based Parenting Assessment and Skills Development Services (PASDS) Southern Metropolitan Region, Hume and Gippsland Regions

2000 commenced Home-Based PASDS Northern Metropolitan Region; inaugural Queen Elizabeth Centre National Conference; publication of *Save the Babies—The Victorian Baby Health Centres' Association and The Queen Elizabeth Centre, The First 83 Years*

2002 Parenting Plus program piloted in Southern, Northern and Hume Regions

2003 Inaugural Visiting Scholar program

The Queen Elizabeth Centre

53 Thomas Street Noble Park 3174.

Telephone: 9549 2777 Fax: 9549 2779

E-mail: theqec@qec.org.au

www.qec.org.au

Helping young children and families get the best start



report of operations

and financial statements for the year ended 30 June, 2003

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This report was released to the public on Wednesday 22 October, 2003

introduction

The Queen Elizabeth Centre (QEC) is a registered public hospital and, in accordance with the Health Services Act, 1988, is a body corporate with perpetual succession.

A Board of Management is responsible to *oversee and manage the hospital and to ensure that the services provided by the hospital comply with the requirements of this Act and the objects of the hospital* (Health Services Act 1988, s.33(2)).

The Minister for Community Services, the Honourable Sheryll Garbutt, MLA, has portfolio responsibility for the Queen Elizabeth Centre. Government policy and funding related to the Queen Elizabeth Centre are administered through the Community Care Division and the Southern Metropolitan Region of the Department of Human Services.

The core business of the Queen Elizabeth Centre is the provision of specialised care, support and education to families from anywhere in Victoria who are experiencing difficulties with parenting and whose children are in the age range, 0-3 years. These difficulties may arise from physical, psychological, intellectual or social causes. Modes of service delivery include residential stay, day stay, home visiting and telephone information. The main campus is located at Noble Park. Regional outreach bases are located at Morwell, Wangaratta, Warragul and Preston.

... *early parenting*

Our Mission

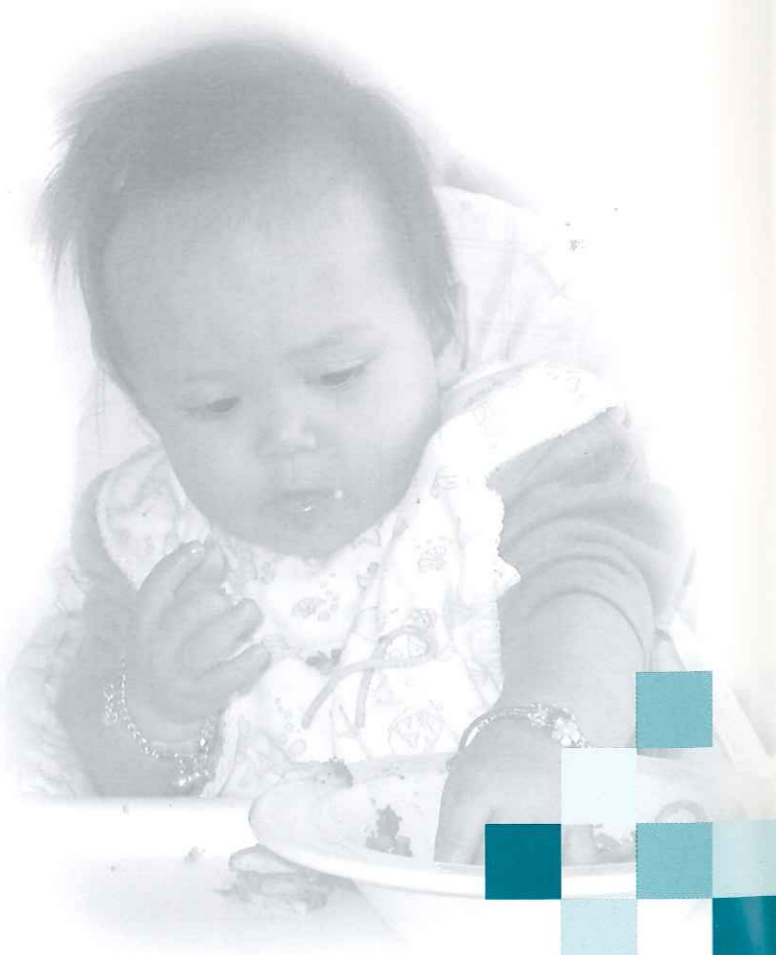
Helping young children and families get the best start.

Our Vision

QEC will be the leading developer and provider of parenting services for the benefit of young children and families.

Our Values

- Child focus – children's rights paramount
- Family centredness – strengths based, non-directive facilitation
- Positive regard – respect, tolerance, non-judgmental listening
- Community responsiveness – receptivity to needs, issues
- Equity of access – irrespective of means, cultural differences
- Innovation – learning, exploring possibilities, creativity
- Quality – safe, evidence-based practices
- Accountability – transparency, review, evaluation



Underpinning Principles

- The family is the principal provider of care and nurture for children whether sick or well. QEC practices and procedures will be family-centred, with professionals working in partnership with families to articulate and achieve families' goals and objectives.
- Families with additional needs arising from age, substance dependence or poverty have equal opportunity to access QEC services and programs as the general population. Services and programs offered will be culturally relevant to all clients. All clients select their own care plans (mix of relevant services and programs) in partnership with staff and have a responsibility to participate in these services and programs.
- As a public health organisation, QEC endorses and participates in the achievement of national and state child health goals and targets, including:
 - increasing breast feeding and immunisation rates
 - preventing illness and injury (accidental and non-accidental)
 - promoting healthy nutrition, fitness and positive family functioning
 - identifying health and/or developmental problems early; and facilitating early intervention.
- *Children have the right to a standard of living adequate for physical, mental, spiritual, moral and social development, including free and compulsory education, the highest attainable standard of health and access to health care and freedom from abuse and exploitation* (United Nations, 1990, Conventions on the Rights of the Child). Where the continuing actions or behaviour of a family are believed to put a child at risk of significant harm, the child's interests are paramount and QEC's professional staff are legally required to notify children's protective services (*Children and Young Persons Act 1993*).

Objects

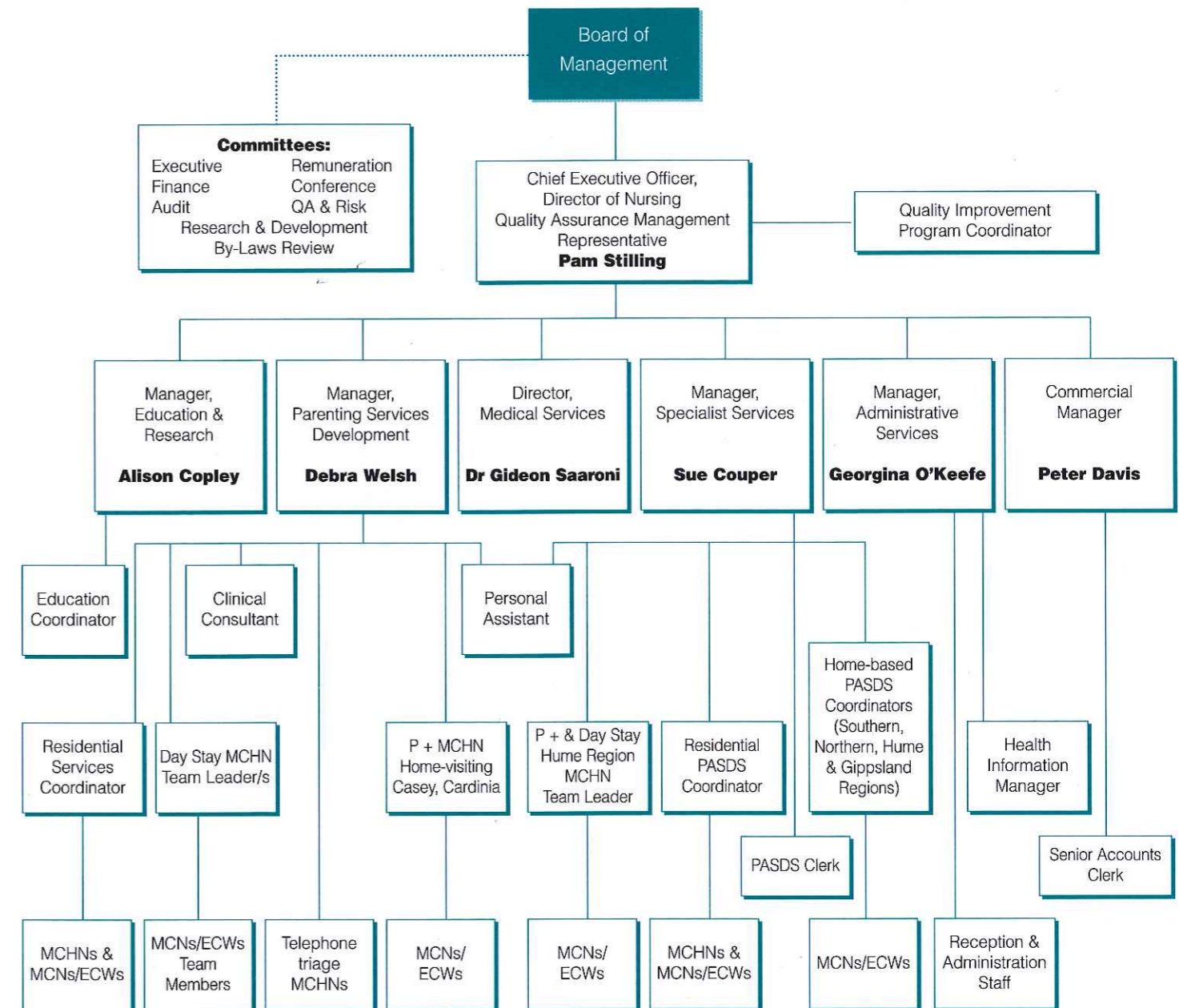
The Objects of The Queen Elizabeth Centre are:

- to develop parenting competence and confidence, enabling families to nurture and protect their children, and to enhance family health and development;
- to enhance access to services by ensuring the availability of residential, day- stay and home visiting services;
- to provide services that are individually and culturally sensitive to all families experiencing parenting difficulties, including those with special needs such as a disability or chronic illness, maternal depression, a substance dependency, adolescent parents or family members who do not speak English;
- to enable families to function independently within their own communities by maintaining productive linkages with community-based services;
- to promote community and professional awareness and knowledge about the care and nurturing needs of young children;
- to respond to the changing needs of families by monitoring service effectiveness and quality, and by regular review and redevelopment.

board of management members, office bearers and senior staff

Patron	Mrs June Shaw
President	Mr Paul Trowbridge, B Ec
Vice Presidents	Ms Pam Ford, Dip Welfare Studies, BA (Soc Science), MAICD, FAIM (elected Nov 2002) Mr Bruce Morley, B.Com, ARMTC, FCPA, FCIS, FAICD, AFAIM (elected Nov 2002) Ms Linda Martin, BA, DipEd, BSW, MSW (to November 2002)
Treasurer	Mr Bruce Morley, B.Com, ARMTC, FCPA, FCIS, FAICD, AFAIM
Committee Members	Ms Dale Fisher, RN, BBA, MBA, AFACHSE Ms Heather Finlayson, B Ed, Dip Teaching (Early Childhood Education) (from Nov 2002) Ms Elizabeth Johnson, BA, LLB (Hons) Ms Carolyn McClean, BA, Grad Cert Bus, Grad Dip Career Development Ms June McLoughlin, Dip EC, Dip ID, BEd, MEd Associate Professor Campbell Paul, MBBS, FRANZCP Mr Tim Staker, MBA, Grad Dip Business (Technology Management), Dip. Eng. (Biomedical), Dip. Eng.(Electronic) (from Nov 2002) Dr Lakshmi Sumithran, MBBS, MHA, FRACMA, FCHSE (from Nov 2002)
Audit Committee	Mr Bruce Morley, Dr Lakshmi Sumithran, Ms Dale Fisher
Chief Executive Officer & Director of Nursing	Ms Pam Stilling, Grad Dip Hlth Svcs Mgmt, Dip App Sc, (CHN), RN, RM, AFCHSE, MRCNA
Director of Medical Services	Dr Gideon Saaroni, MBBS
Commercial Manager	Mr Peter Davis, BBus (Acc), BHA, MBA, Cert Hlth Ec, FCPA, AFCHSE
Manager, Specialist Services	Ms Sue Couper, RN, RM, Dip App Sc (CHN), (from Feb 2002) Ms Alison Nuske, RN, RM, Dip App Sc (MCH), B App Sci(CHN), MSc (Nsg) (to Dec 2002)
Manager, Parenting Services Development	Ms Debra Welsh, RN, RM, NPNC, MCHN, B App Sci (Adv Nsg - Ed)
Manager, Education & Research	Ms Alison Copley, RN, RM, IWCert, BN(Ed), MSc, FRCNA
Manager, Administrative Services	Ms Georgina O'Keefe, BA
Honorary Solicitors	Mallesons Stephen Jaques
Auditors	Auditor-General Victoria
Bankers	National Australia Bank Limited

organisation chart



- PASDS Parenting Assessment and Skills Development Services
- MCHN Maternal & Child Health Nurse
- MCN Mothercraft Nurse
- ECW Early Childhood Worker
- P+ Parenting Plus Home visiting in Southern Metro and Hume Regions

president's report

The Queen Elizabeth Centre again achieved significant successes in 2002-03. Our second national conference and a well subscribed seminar series cemented our reputation as quality professional education providers. Over 1,000 professionals from a vast range of disciplines participated in a QEC education program in the year. Alison Copley and Pauline Sampson staffed the Education Services business unit. They have run the unit on a cost recovery basis, revenue entirely derived from fees and sponsorships. The Board congratulates Alison and Pauline for the quality and professionalism of their work.

Last year I reported that new funding from the Commonwealth Department of Family and Community Services' Child Abuse Prevention Program enabled us to pilot *Parenting Plus*, an intensive home-based parenting skills-building program for vulnerable families. The evaluation of *Parenting Plus* was completed in early 2003 and was so promising that the same Department granted QEC another \$200,000 to increase the number of families receiving the program and extend the evaluation. Our major funding body, the Victorian Department of Human Services, was also impressed with *Parenting Plus* and encouraged us to offer it to families in the Southern Metropolitan Region and North-Eastern Hume Region over the next three years.

The QEC Foundation supported us again in 2002-03, being the major sponsor of the 2002 national conference and channelling to the Centre philanthropic donations worth \$54,054. The Hon Walter Jona AM, Chairman of Trustees since the Foundation began its work in 1989, announced a short time ago that he would relinquish the chairmanship. Mr John Crutch succeeded Walter as chairman. I must take this opportunity to express to Walter the Board's and QEC's heartfelt thanks for his loyalty, his commitment and his unflagging support and belief in the Centre's work and ideals. Over 34,000 families have received a QEC parenting service in the fourteen years of the Foundation's existence.

Among the Centre's achievements in 2002-2003 is the re-certification of all QEC sites' compliance with the new International Standards Organisation Australia New Zealand Standard 9004:2000 Quality Systems.

The Board of Management welcomed three new members in November 2002. They were Ms Heather Finlayson, Mr Tim Staker and Dr Lakshmi Sumithran. During the financial year we farewelled Ms Linda Martin who had been a hard working Board Member for six years. It was Linda who urged the Centre to develop and seek formal certification for its quality improvement system and encouraged the Board to develop a sound governance framework and document its governance policies. On behalf of my fellow Board Members I extend our thanks to Linda for her contribution to QEC and our warm thanks to new members Heather, Lakshmi and Tim for their valued contributions in their first year.

On a final note, this is my last year both as the President and as a Board member for eight years. Organisations such as QEC contribute a great deal to the social fabric both of the immediate local community and the wider area it serves – much of it without fanfare, and sometimes, sadly, without recognition. At the Centre we deal with a wide range of issues, many of which reflect the pressures and problems of the world around us. It is a great tribute to our staff – both past and present – that we continue to enhance an already excellent reputation.

Congratulations once again to the staff and management team of The Queen Elizabeth Centre for the successes of the year and for the hard work that made these achievements possible. A special thank you to Pam Stilling, Peter Davis and Georgina O'Keefe for their support over the years.

I am particularly appreciative of the work of the Board sub-committees and would again like to personally thank my fellow members of the Board for their contributions.

Paul Trowbridge
President

our clients

Throughput Statistics

In 2002-2003, 3,592 families received a Queen Elizabeth Centre early parenting service, 1,461 of them at Noble Park. Table 1 shows total numbers of families who, in financial years 2000 to 2003, received early parenting services at our Noble Park and Wangaratta centres, and in their own homes in the Southern and Northern Metropolitan Regions and in Gippsland and Hume rural regions. Table 2 presents numbers of individual clients who were formally admitted as defined hospital patients to the Noble Park residential and

day stay programs in the same three years. The reduction over the three-year period in numbers of families receiving a residential service at Noble Park results from closure of two-day weekend services and the greater lengths of stay required for families in the residential Parenting Assessment and Skills Development Services (PASDS) program. At any time one quarter of residents is participating in a PASDS program.

Table 1 Family Separations by Program and Location, 2000-2003

Service Mode	Program and Location	2000-2001 Families	2001-2002 Families	2002-2003 Families
Residential	Early Parenting – Noble Park	697	586	550
	Parenting Assessment & Skill Development Services (PASDS) - Noble Park	100	104	110
Day Stay	Noble Park	718	914	801
	Wangaratta	54	35	46
	City of Kingston ¹ City of Casey ²	135	-	0
Home Visiting	From Noble Park ³	64	58	4
	Upper Hume Region ⁴	137	96	0
	City of Casey ⁵	14	109	128
	Shire of Cardinia ⁶	16	22	36
Home-Based Parenting Plus	Southern Metropolitan Region ⁷	-	-	30
	Upper Hume Region ⁸	-	-	5
	Pilot Program in Southern, Northern & Hume Regions ⁹	-	7	12
Home-Based PASDS	Upper Hume Region	11	10	9
	Gippsland Region	28	32	34
	Northern Metropolitan Region	33	35	49
	Southern Metropolitan Region	44	52	62
Telephone advice only	From Noble Park Triage ¹⁰	1,775	1,543	1,581
Totals		3,826	3,603	3,592

All services operated for full years July 2000 to June 2003 with the following exceptions:

1. City of Kingston commenced August 2002
2. City of Casey Day Stay program November 2000 to June 2001
3. Noble Park Home Visiting replaced by Parenting Plus from October 2002
4. Upper Hume Region Home Visiting replaced by Parenting Plus from October 2002
5. City of Casey home visiting program commenced November 2000

6. Shire of Cardinia home visiting program October 2000 to December 2002
7. Southern Region Parenting Plus commenced February 2002
8. Hume Region Parenting Plus commenced August 2002
9. Pilot Parenting Plus Program in Northern, Southern & Hume Regions: February to August 2002
10. Telephone advice or information only (clients diverted from requiring admission to other QEC service)

Table 2 Admitted Patients (QEC Noble Park) 2000-2003 – Parenting Intervention Services (as per Agency Information Management Set (AIMS – S1 reports).

Separations: ¹	2000-2001	2001-2002	2002-2003
Same Day ²	1,571	2,089	1,787 ³
Multi Day	2,025	1,671 ⁴	1,570
Total Separations	3,596	3,760	3,357
Separations per Available bed	81.72	85.45	76.30
Total Bed Days	9,489	9,760	9,415

- 1 Separations are individual family members exiting a service or program.
 2 Includes individuals who attended day stay programs plus those who participated in residential programs but did not stay overnight.
 3 Day stay services reduced from 5 to 3 days per week in August 2002.

- 4 Drop in number of separations from previous year is due to a policy whereby individual family members who attend for only part of their partner's residential program are not admitted as hospital patients and also to closure of residential program at weekends.

Geographic Catchment Area

Queen Elizabeth Centre offers residential services at Noble Park to families living anywhere in Victoria. While some families travel from as far away as the Mallee and the Western District, their numbers are relatively small. Our day stay programs at Noble Park and Wangaratta attract families who live within reasonable same-day travelling distance to and from those centres. Our home-visiting services are restricted to defined geographic areas related to funding agreements.

Table 3 gives the distribution of families who were clients at our Noble Park site from 2000-2003 by the region where they live. Table 4 presents similar data for all clients of our combined Noble Park and regional-based services in the same three-year period. Table 5 shows the age distribution of clients admitted to Noble Park programs. It reveals an increase of 4.93% in 31-40 year olds since 2000 – a corresponding decrease of 5.83% in 21-30 year old parents.

Table 3 Families Admitted to Noble Park Residential and Day Services: Distribution by Home Location (DHS Region) 2000-2003

DHS Region	2000-2001 (n=1515)	2001-2002 (n=1604)	2002-2003 (n=1461)
Eastern Metropolitan	22.67	27.25	24.44
Northern Metropolitan	5.79	8.38	7.60
Southern Metropolitan	62.17	55.04	57.63
Western Metropolitan	0.90	2.23	2.67
Loddon Mallee	1.16	0.54	1.57
Hume	1.99	1.49	1.51
Gippsland	3.88	3.31	3.76
Grampians	0.70	0.68	0.27
Barwon South West	0.24	0.54	0.27
Interstate/Other	0.50	0.54	0.27
Total	100.00	100.00	100.00

Table 4 Families at Combined QEC Noble Park and Regional Services 2000-2003 (Residential, Day Stay and Home-Based): Distribution by Home Location (DHS Region)*

ERRATA - Table 4: Families at Combined QEC Noble Park and Regional Services 2000-2003 (Residential, Day Stay and Home-Based): Distribution by Home Location (DHS Region)*

DHS Region	2000-2001 (n=2049) %	2001-2002 (n=2053) %	2002-2003 (n=2010) %
Eastern Metropolitan	16.02	18.70	17.76
Northern Metropolitan	6.02	8.45	8.06
Southern Metropolitan	53.62	58.04	61.79
Western Metropolitan	0.82	1.41	1.94
Barwon South West	0.19	0.39	0.20
Gippsland	4.31	3.55	4.43
Grampians	0.55	0.48	0.20
Hume	11.42	8.24	4.28
Loddon Mallee	0.95	0.37	1.14
Interstate/Other	6.10	0.37	0.20
TOTAL	100.00	100.00	100.00

* Excludes clients receiving telephone advice or information only

Table 5 Ages of Clients Admitted to Residential and Day Stay Programs at QEC Noble Park

Noble Park	2000-2001 %	2001-2002 %	2002-2003 %
Children	(n=2049)	(n=2053)	(n=1990)
Under 11 months	65.60	65.86	64.57
12-18 months	14.90	13.86	15.76
Over 19 months	19.50	20.28	19.67
Total	100.00	100.00	100.00
Adults	(n=1744)	(n=1950)	(n=1720)
Under 20 years	3.02	2.51	3.43
21-30 years	40.87	36.97	35.04
31- 40 years	51.08	54.62	56.01
Over 40 years	5.03	5.90	5.52
Total	100.00	100.00	100.00

Socio-Demographic Profile of Clients

The 1,461 families admitted to Residential and Day Stay Programs at the Noble Park facility during 2002-2003 reflected a broad range of socio-economic circumstances.

Of these families, 544 were recipients of pensions or benefits (37.23%) including 257 parents who received

Family Allowance Supplement (17.59%), 181 who received Sole Parent Pensions (12.39%) and 47 who received Disability Support Pensions (3.22%). 33 families were receiving a Newstart or Job Search Allowance (2.26%) and 3 families a Young Homeless Allowance (0.21%).

Table 6 Percentage of Families Admitted to Residential and Day Stay Services by Self-Reported Pensions/Benefits Received 2000-2003

Pension / Benefit Received	2000-2001 (n=1641)	2001-2002 (n=1604)	2002-2003 (n=1461)
	%	%	%
Disability Support Pension	1.89	2.99	3.22
Sole Parent Pension	9.14	11.35	12.39
Newstart/Job Search Allowance	2.56	2.06	2.26
Young Homeless Allowance	0.06	0.06	0.21
Family allowance Supplement	19.5	15.34	17.59

Of clients admitted to residential or day programs at Noble Park, ten were Aborigines or Torres Strait Islanders (0.3%). Of adult clients, 22.4% were born overseas in 58 different non-English-speaking countries and 4.2% reported speaking one of 140 languages other than English at home.

Maternal and child health nurses were the main source of referrals to the Queen Elizabeth Centre in 2002-2003 -

30.8% of admitted families, followed by self, family or friends -23.6%, Department of Human Services Child Protection Services -16.7%, other hospitals including early parenting centres -2.9%, general practitioners and medical specialists -5.5% and other health service providers -3%. Internal referrals from one Queen Elizabeth Centre service to another accounted for 7.3% of referrals.

Table 7 Percentage of Families Admitted to Residential and Day Stay Programs at QEC Noble Park: Referral sources 2000-2003

Referral Source	2000-2001	2001-2002	2002-2003
	%	%	%
Maternal and Child Health Nurses	40.61	37.10	30.76
Self, Family, Friends	24.34	18.99	23.64
Child Protection Service	11.85	14.78	16.67
Medical Practitioners	3.78	5.65	5.45
Other hospitals	4.54	3.19	2.88
Other health service providers	1.64	1.74	3.03
Internal QEC referrals	1.51	5.65	7.27
Other	11.73	12.90	10.30
Total	100.00	100.00	100.00

our services and programs

The Queen Elizabeth Centre's outstanding achievements in 2002-2003 include:

- delivering the second Queen Elizabeth Centre national conference attended by 450 delegates;
- having Professor Jane Drummond from the University of Alberta, Canada, as the Queen Elizabeth Centre 2003 Visiting Scholar for three months, April to June 2003;
- winning a three-year contract to provide home-based Parenting Assessment and Skill Development Services (PASDS) in the Southern Metropolitan Region;
- increasing services for high risk families by providing home-based *Parenting Plus* in two regions with State Government funding; and
- attracting funding from the Commonwealth Department of Family and Community Services to extend the evaluation of the *Parenting Plus* program;
- completing two significant research studies, *Parents' Perceptions of QEC's Home-Based Parenting Assessment and Skill Development Services (PASDS)* and *Evaluation of the Parenting Plus Pilot Program*.

Queen Elizabeth Centre operated for the full year, with reduced services for two weeks in December-January and one week in April.

Core Early Parenting Services – Triage, Residential, Day Stay and Home-Visiting Services, Noble Park

Core services are early parenting care, education and support services funded through a recurrent block grant from the Victorian Department of Human Services (DHS). Expert assessment and triaging during an initial telephone consultation with potential clients ensure Queen Elizabeth Centre's residential and home visiting services are able to respond to complex early parenting and early childhood needs. Triage nurses provide immediate telephone advice but refer less complex, everyday parenting difficulties to service providers in the primary or universal service system.

In 2002-2003, triage staff diverted 1,581 families (one-half of all enquiries for bookings) from requiring a face to face service by providing telephone advice and referring families with less complex needs to the primary or universal sector.

In all, during the year, triage nurses responded to 4,749 calls: 3,046 families with a new concern, 1,473 repeat calls from families with an existing concern and 230 calls from professionals seeking advice about their clients. To support primary sector service providers during the year, Queen Elizabeth Centre staff provided secondary consultancy (professional to professional), professional supervision, education seminars, workshops and preceptored placements (workplace coaching).

In addition to telephone consultations, service delivery modes include residential, day stay and home visiting. Each week, twelve families participate in the Monday to Friday residential program at Noble Park. The complexity of presenting problems in residential programs regularly requires specialised therapeutic interventions in addition to parenting skills enhancement.

Six families attend each Day Stay program. Single day programs are suitable for families with a single issue such as a settling or feeding difficulty requiring education and coaching. In 2002-2003, day stay services at Noble Park reduced from five to three days per week and the former local area home visiting program ceased. With DHS approval, funding that had provided the discontinued services was transferred to provide *Parenting Plus* three days a week in the Southern Metropolitan Region with a target of 48 families per annum. Similarly in the Upper Hume Region, former funds for a lower intensity home visiting program were redirected into providing *Parenting Plus* for six families a year in Wangaratta, Indigo and Alpine rural municipalities. *Parenting Plus* commenced in these two regions in October 2002.

Parenting plus

A pilot initiative in 2001-2002 funded by the Australian Government Department of Family and Community Services (F&CS), *Parenting Plus* has become one of the most promising of the Centre's core programs. In 2002-04, it is being largely funded by the Victorian State Government although F&CS is funding services for an additional 12 families as well as the evaluation of outcomes for 54 families. *Parenting Plus* is a practical program that fills a service gap between regular parenting support and the statutory services for families whose children are at high risk of abuse and/or neglect. It is a home-based intervention of 62 hours over nine weeks, offering intensive

Parenting Plus Reference Group

Mary Anne Biro, Project Coordinator Women's Health Program, Southern Health

Vicki Cowling, Mental Health Promotion Officer, Maroondah Hospital

Phil Dalling, Regional Manager, Planning DHS Dandenong

Judith Gibbs, Lecturer, La Trobe University

Ann Hindell, MCHN Coordinator, Hume City Council

June McLoughlin, Director Early Childhood Unit, Centre for Community Child Health, Royal Children's Hospital

Rachel Robinson, Project Officer, Dept of Family & Community Services, Melbourne

Sepi Weerasinghi, Program Manager, Victorian Aboriginal Child Care Agency

one-to-one parenting and personal skills development for high risk families not currently involved with Child Protection Services. Participating families have high needs due to factors such as mental illness, intellectual disability, substance abuse, or have had previous involvement with child protection services. The client group includes indigenous families and families from other culturally and linguistically diverse backgrounds. Referrals have come from maternity hospitals, Maternal and Child Health Nurses' Enhanced Home Visiting programs and QEC's own triage service.

Short term service objectives are to:

1. increase parenting competence,
2. increase parenting confidence and
3. increase parents' enjoyment of parenting.

Medium and longer term objectives are to:

1. enhance child and family resilience,
2. attain children's developmental milestones, and
3. prevent Child Protection Services involvement.

Evaluation of the pilot by the Principal Investigator, Ms Kerry Haynes, Centre for Community Child Health, Royal Children's Hospital, found that six months after program completion most clients were able to describe how they were still using some of the skills they had learnt during the program. These skills included implementation of sleeping and eating routines, behaviour management strategies, improved communication skills with children and improved

safety in the home. All of the parents who were interviewed reported that they felt more confident as parents following their participation in Parenting Plus. Compared to satisfaction at commencement, client satisfaction with parenting was significantly higher at program completion and also six months after program completion.

The Commonwealth Department of Family and Community Services, Child Abuse Prevention Program, is funding an extension of the evaluation in 2003-2004 from the initial 19 to 54 families. The Reference Group that was so helpful in the pilot program's implementation and evaluation phases will be invited to reconvene for the extension period.

Medical Services

The Director of Medical Services, Dr Gideon Saaroni, continued to meet the medical needs of clients at Noble Park in 2002-2003. Throughout the academic year, Dr Saaroni facilitated practical experience at Queen Elizabeth Centre for medical students from Southern Health during their fifth year paediatric rotation at Dandenong Hospital. Dr Meredith Rawson provided relieving medical services when Dr Saaroni was on leave and the Chandler Road Clinic continued to provide emergency after-hours services when needed.

The Advanced Paediatric Community Child Health training program delivered from the Noble Park site increased to two sessions a week in 2002-2003. The Paediatric Fellows saw infants and children with developmental or behavioural concerns. Some children were concurrently receiving residential or home-based services; others were referred as outpatients by health professionals from throughout the Southern Metropolitan Region. We are grateful to Dr Michele Hua (July-December 2002) and Dr Sally Munday (February-June 2003) who provided these sessions and to their auspice organizations, Monash Medical Centre and the Royal Children's Hospital.

Specialist Medical Consultants

Dr Peter Forrest, MBBS, FRACP, MRCP

Dr Des Guppy, MBBS, FRACP

Dr Barry Kras, MBBS (Hons), FRACP

Dr Michael Maloney, MBBS, MRCPsych, FRANZCP

Dr Cathy McAdam, MBBS, FRACP

Associate Prof. Campbell Paul, MBBS, FRANZCP

Dr John King, MBBS, DPM, SRARZCP, Director, Mother-Baby Unit, Southern Health, and Dr Tom Levine MBCLB, MPM, Psychiatric Registrar, provided a weekly session at Queen Elizabeth Centre from February 2003 under contract between Queen Elizabeth Centre and Southern Health. This regular arrangement reflects the high number of Centre

clients who have a mental illness. Twenty-six (26) clients attended these sessions from February to June 2003. Dr King also provided an education session for nursing staff. In turn, our staff provided education programs for staff of the Southern Health Mother-Baby Unit.

ERRATA -Table 8: Separations of Families from Parenting Assessment and Skill Development Services (PASDS) by Referring Department of Human Services Regional Child Protection Service, 1999-2003

Referring DHS Region	Residential PASDS				Home-Based PASDS				Totals
	99-00	00-01	01-02	02-03	99-00	00-01	01-02	02-03	
Eastern Metropolitan	1	3	3	4	-	-	-	-	11
Northern Metropolitan	24	21	24	25	13	33	35	49	224
Southern Metropolitan	48	42	53	56	29	44	52	62	386
Western Metropolitan	4	2	-	1	-	-	-	-	7
Barwon South West	1	-	-	-	-	-	-	-	1
Gippsland	5	6	7	6	37	28	32	34	155
Grampians	5	9	8	2	-	-	-	-	24
Hume	7	9	3	4	7	11	10	9	60
Loddon Mallee	5	8	6	12	-	-	-	-	31
Totals	100	100	104	110	86	116	129	154	899

Parenting Assessment and Skills Development Services (PASDS)

Queen Elizabeth Centre remained the largest provider of PASDS in Victoria in 2002-2003, offering 10-12-day residential and 10- and 12-week home-based PASDS. Table 8 gives numbers of participating families in each by DHS region.

All children (0-3 year-olds) and their families who participated in PASDS were referred from Child Protection Services throughout Victoria. All were considered to be at high risk of abuse and/or neglect. Queen Elizabeth Centre staff assessed the adequacy of parenting competencies and provided parents with intensive teaching, modelling and coaching to enhance or develop parenting skills in weak areas.

Queen Elizabeth Centre staff members use the *Parenting Competencies Assessment Framework* to assess the capacity of parents to adequately safeguard their infants

and toddlers from preventable illness, preventable injury and preventable developmental delay. They provide formal reports to the referring Child Protection Service about parents' knowledge, skills and attitudes related to their children's day-to-day care and nurture. These reports contribute to Child Protection Services' assessment of risk. In some cases, our staff find that the parents have an adequate level of knowledge and skills related to child rearing, but discover that other factors are interfering with their capacity to adequately protect their children from harm. These other factors may include domestic violence, mental illness, intellectual disability or drug or alcohol dependence. Our reports help to clarify the areas in which interventions should focus in order to develop and strengthen these families.

The Centre's PASDS teams include maternal and child health nurses and early childhood workers or mothercraft nurses.

Regional Queen Elizabeth Centre Services

Regional teams of maternal and child health nurses and mothercraft nurses or early childhood workers provided home based PASDS throughout Gippsland (10 week programs), Upper Hume (12 week programs), Southern and Northern Metropolitan Regions (12 week programs).

From QEC-Hume's base in Wangaratta, our Upper Hume staff team also provided home-based *Parenting Plus* and a fortnightly day stay program funded through Hume Region as a mental illness prevention and early intervention program. Table 1 gives numbers of families in these programs.

The QEC-Northern team moved to new office premises in April 2003 within the Preston Creative Living Centre, a Uniting Care facility at 648 High Street, Reservoir. We acknowledge the valuable support provided by our former landlords, the City of Banyule, from March 2000 to April 2003, and look forward to a productive relationship with the multidisciplinary team of service providers at Reservoir.

Reference Group Members – QEC-Hume Programs

Jenny Ahern, Post Natal Support Worker, Community Psychiatry, Wangaratta

Sue Couper, Manager, Specialist Programs, Queen Elizabeth Centre (from January 2002)

Jenny Gilmartin, Maternal & Child Health Nurse, Wangaratta

Glenys Jackson, President, Noah's Ark Toy Library, Wangaratta

Nancy Mason, Family Support Worker, Upper Murray Family Care

Alison Nuske, Manager, Specialist Programs, Queen Elizabeth Centre (to December 2002)

Shirley Pilkington, Coordinator, QEC-Hume

Paul Quinnell, High Risk Infant Program Manager, Department of Human Services, Hume Region

Linda Shiels, Program Manager, Department of Human Services, Hume Region

Pam Stilling, Chief Executive Officer, Queen Elizabeth Centre

Dr Terry Stubberfield, Paediatrician, Wangaratta

SPECIFIC PURPOSE PROGRAMS

Queen Elizabeth Centre's Specific Purpose Programs are those Business Units that are funded from sources other than State government grants.

Parenting Plus

Both Commonwealth and State Governments provided funding for Parenting Plus in 2002-2003. The program is fully described under the Core Programs section of this Report. The Commonwealth-funded portion is reported financially as a Specific Purpose Program.

City of Casey

Queen Elizabeth Centre continued to provide home visiting services one day a week to City of Casey families as requested by and under the supervision of a City of Casey maternal and child health nurse. This collaboration resulted from the City of Casey's maternal and child health service *New Initiatives and Enhanced Home Visiting* programs. Queen Elizabeth Centre staff assisted 128 families in this program in 2002-2003.

City of Kingston

Queen Elizabeth Centre staff provide a weekly Day Stay program at the former Parkdale Maternal and Child Health Centre for Kingston residents referred by the municipality's maternal and child health nurses. In 2002-2003, 135 families attended the program for advice and assistance with infant and childcare concerns.

Education Services

Queen Elizabeth Centre Education Services continued to provide the Professional Education Seminar Series to a broad range of professionals working in early childhood and early parenting fields. Twenty-five seminars were conducted at the QEC conference centre through the year, with an attendance by 716 professionals.

Education Services staff provided specially commissioned professional education sessions in metropolitan and rural Victoria. Two hundred and twenty three (223) professionals including foster-carers, child protection workers and maternal child health nurses attended nine workshops. In addition to these workshops, staff provided clinical preceptorships in QEC PASDS, Residential and Day Stay services at Noble Park. Preceptorships ranged in

length from three days to three weeks. Local Government Authorities also commissioned seven parent education sessions that attracted a total of 242 parents.

The demand for both professional and parent education sessions increased throughout the year. Whilst this is indicative of the high standard of teaching provided, it is unfortunate that QEC Education Services has not been able to expand its resource base sufficiently to meet all requests within desired timeframes.

The partnership between Queen Elizabeth Centre and Chisholm Institute of Technical and Further Education (TAFE) (Frankston Campus) continued in 2002-2003. The partnership jointly provided a module in the Advanced Diploma of Community Welfare (Children's Services) Certificate in Infant, Toddler Care and Family Support. Eighteen early childhood workers completed 10-day placements and two workshops provided at QEC.

A highlight of the year for Education Services was the hosting of visiting scholar Professor Jane Drummond from the University of Alberta (Canada) for 12 weeks in April, May and June. Sponsorship provided by The Forest Hill Early Childhood Foundation and The Ian Potter Foundation supported her visit. Professor Drummond delivered a number of workshops and offered expert mentorship with *Best Practice in Home Visiting, Promoting Family Resilience* and *Working in Teams*, not only to staff at QEC, but also to many other professionals throughout Victoria. As a result of Professor Drummond's visit, the University of Alberta and QEC now have established collaborative education and research links. QEC provided an eight-week international clinical placement for a fourth-year nursing student from the University of Alberta in February and March 2003. Furthermore, initial planning for the implementation and evaluation of the *Family Assessment Model* in all QEC services commenced.

Second National Conference

Queen Elizabeth Centre hosted its second national conference at the Copland Theatre, The University of Melbourne, on 8 and 9 November 2002. The conference entitled *The Critical Early Childhood Years: Rethinking Current Interventions and Strategies* attracted 480 delegates. Highly acclaimed international keynote speakers Dr Kathryn Barnard from the USA and Dr Gillian Pugh from the UK, presented cutting edge research and policy ideas. Invited Australian speakers included Professor Fiona

Stanley, Associate Professor Campbell Paul, Professor Glenn Bowes and Professor Alan Hayes.

An additional 75 papers and workshops were presented by delegates from Australia, New Zealand, the UK and the USA. QEC staff presented three of these papers. The increasing number of delegates prepared to travel from overseas to attend the conference indicates the high standard and increasing reputation of the conference.

Research Program

The QEC funded research project, *The Evaluation of the QEC Day Stay Program* conducted by Jan Matthews of the Victorian Parenting Centre, continued. Preliminary findings of this project were presented at QEC's second national conference. Final results will be available in September 2003.

The partnership between QEC, the University of Newcastle (NSW), Royal Canberra Hospital (ACT) and the Centre for Community Child Health (VIC) in the multi-centre *Random Controlled Trial of Home Visiting for Opiate Dependent Mothers* continued. Phase 1, the feasibility study, was completed during the year and Phase 2, which involves the planning and implementation of the home visiting program, commenced.

Principal Investigator, Ms Kerry Haynes, Centre for Community Child Health, Royal Children's Hospital, completed an evaluation of the Parenting Plus Pilot Program in April 2003. The Australian Government Department of Family and Community Services (F&CS) funded the pilot study and its extension which will be undertaken in 2003-04. Findings are outlined in the *Parenting Plus* section of this report above.

QEC commissioned Monash University Department of Medical Psychology to study *Parents' Perceptions of QEC's Home-Based Parenting Assessment and Skills Development Services* (PASDS). Associate Professor Sandra Lancaster and Ms Heather Siddons completed their report in 2002. The study is not an evaluation of the PASDS, but sought to obtain feedback from parents who had been under some pressure to participate, all having been referred to the program by a Child Protection Service. We wanted information about what helped and what did not help and how participants thought provision of PASDS could be improved. The Minister for Community Services will launch the report in September 2003.

QEC piloted a dance therapy program for clients of the Southern Region home-Based PASDS in 2002 in partnership with Austin-Repatriation General Hospital Department of Psychology. Psychologist/dance therapist, Elizabeth Loughlin, and Michelle Royal, dance therapist, conducted the program at QEC together with QEC staff member, Louise Melenhorst. Their report was completed in March 2003.

Marketing

The reputation of the Centre continued to grow among professionals nationally and internationally in large part due to Queen Elizabeth Centre's Education Services that included the biennial national conference, the professional seminar series, the Visiting Scholar program, research publications and the QEC website, www.qec.org.au.

In 2002-2003, the web site received 93,134 visits. Most were from Australia (90%). Next were USA (4%) China (2%), Indonesia (1%), New Zealand, Uruguay and others (0.5% each). Most visited pages on the site were Professional Education Seminars Programs, Professional Education & Training, Employment, and QEC Conference Program.

Direct marketing to parents in the first weeks, months and years of parenting is undoubtedly effective but is a double-edged sword. Higher demand increases the waiting times for publicly funded services like those of Queen Elizabeth Centre. Advertisements appear regularly in widely distributed parenting newsletters and journals, and in pamphlets and flyers circulated in all maternal and child health centres, child care centres and maternity hospitals.

Client Services Outlook

Despite expert triaging and diversion of requests to the universal service system wherever possible, demand for our early parenting services remains strong. At 30 June 2003, the wait for residential services was one to twelve weeks (the lower figure dependent on ability to fill cancellations), for day stay services one to five weeks (depending on children's ages) and for home-based *Parenting Plus* the wait was six weeks. Despite this level of demand, the Centre at Noble Park continues to operate under capacity, limited by funding availability.

New funding in recent years has come, not from extension of our grant for core early parenting services, but in specialised funding from Child Protection Services for

Noble Park and regional services for high-risk infants and their families. As reported last year, for future service growth and development we continue to look to the Department of Human Services' initiatives for secondary and tertiary services for high-risk families, to the family strengthening initiatives of the Commonwealth government, and to the fee-for-service business products and services of our own Education and Research programs.

The new program, *Parenting Plus*, presents great possibilities as a way to assist families at high risk in the most practical way and at an early stage where preventative interventions have greatest chance of achieving success. We have high hopes of this program being a model that can be a prototype for preventative family services well into the future.

Partnerships

Queen Elizabeth Centre is involved in two Vulnerable Families Innovations Projects in the local government areas of Bairnsdale and Frankston. We are not lead agencies in these projects because of our focus on "early" rather than "whole of" childhood. They are family and community development projects aiming to reduce child abuse notifications and re-notifications. We have hopes of being more closely involved in direct service provision in LaTrobe and Darebin projects that will come on stream in 2003-2004.

Queen Elizabeth Centre is a partner in the Best Start project in the City of Casey. Funded by the Victorian Department of Community Services, the City of Casey is coordinating the project, a family strengthening, community development project targeting 0-7 year-olds and their families. It pools the knowledge and expertise of a wide range of service providers who have contact with the target population to focus on a number of interventions which will address recognised vulnerabilities.

We share accommodation with City of Kingston at Parkdale, Noah's Ark Services for Children with Developmental Delay at Wangaratta, Anglicare at Morwell and the Grace Berglund Centre at Warragul.

These and our contracted partnerships with the Cities of Casey and Kingston and the Shire of Cardinia herald a way for the future.

Pam Stilling

Chief Executive Officer, Director of Nursing

human resources

Despite improved pay and conditions, recruitment of maternal and child health nurses continued to be problematic in 2002-2003. Inability and reluctance to do shift work, weekend work and to work with the very high risk families are cited as reasons for choosing not to work for Queen Elizabeth Centre. Experienced nurses who are seeking more challenging roles are finding opportunities in the reasonably new Local Government Enhanced Home Visiting Programs. However, more maternal and child health nurses are availing themselves of educational opportunities provided by this Centre and students are undertaking field placements in our high intensity programs; PASDS and Parenting Plus. Hopefully, this exposure will increase the confidence and competence of maternal and child health

nurses who may regard the Centre as a preferred employer. A reduction from the previous year in DHS grants required the termination of a dedicated Parent-Infant Play Program Coordinator and of facilitation by specialist providers of Dance Therapy and Fathers Groups. A significant strategy to manage the funding reduction will take effect in 2003-2004 and involves closing the residential PASDS program on alternate weekends.

Staff Establishment

At 30 June 2003 there were 61 female and 3 male staff members. Of the 64 staff members, there were 38 full time and 26 part-time in that week. Table 9 gives equivalent full-time staff numbers by program and staff category.

Table 9 QEC Staff Establishment at 30 June 2001, 2002 and 2003.

Program	FTE* 30/06/01	FTE* 30/06/02	FTE* 30/06/03	Category
Residential Services	13.04 20.03	10.30 15.85	9.55 16.59	Maternal & Child Health Nurses M'craft Nurses/Early Childhood Workers
Day Stay and Home Visiting Programs	3.90 6.30	5.89 8.70	6.71 9.85	Maternal & Child Health Nurses M'craft Nurses/Early Childhood Workers
Phone Triage & Bookings Service	1.40	1.40	1.47	Maternal & Child Health Nurses
Education	0.60	1.60	2.00	Maternal & Child Health Nurses
Management and Administration	1.00 0.53 2.00 1.00 1.00 0.16 5.00 1.00	1.00 0.53 2.00 1.00 1.00 0.16 5.00 1.00	1.00 0.53 2.00 1.00 1.00 0.16 5.00 1.00	Chief Executive/Nursing Director Director Medical Services Managers, Nursing Programs Commercial Manager Manager Administrative Services Health Information Manager Clerical/Reception Senior Accounts Clerk
Totals	55.96	55.43	57.86	

* Full Time Equivalent

New appointments

Sue Couper joined the senior management team as Manager, Specialist Services, in February 2003, following Alison Nuske's resignation in December 2002. Sue was formerly a coordinator of the home-based PASDS program in Southern Metropolitan Region.

In February 2003 Clare McKenna took up a coordinator position in the residential PASDS program following Annemarie Dempster's resignation and acceptance of a coordinating position in the City of Casey. Debbie Brewis has been the acting second coordinator in the residential PASDS program from May 2003 when Lorraine Gillies accepted a coordinating position in the City of Frankston. As reported last year, the aim of having two coordinating positions was to reduce report-writing work for each and to increase capacity for each coordinator to work more closely with clients, and to teach, guide, supervise and support direct care staff. At 30 June 2003, we have nine PASDS coordinators based in four regions (5.95 FTE).

In February 2003, Kirsty Evans returned to the QEC workforce as a coordinator in the home-based PASDS program in Southern Metropolitan Region.

In response to the increasing complexity of families' needs, we appointed a social worker to the position of Clinical Family Counsellor in June 2003. She will take up her position at the Noble Park site in August 2003.

In July 2002, Pauline Sampson joined the Education and Research Program as Coordinator Education Services.

There were several temporary appointments to reception staff during the year following Michelle Alleaume's resignation in August 2002. A new appointment was made in July 2003.

Early Childhood Worker, Alison Johns, joined the Northern Metropolitan Region program in 2002-2003.

Merit and Equity Principles

The Queen Elizabeth Centre applies merit and equity principles in accordance with the Public Sector Management and Employment Act 1998. We reported on the application of the principles to the Office of Public Employment in Organisation Self Assessment 2003 and on Executive Remuneration to monthly workforce data to the Department of Human Services (DHS) in accordance with the DHS Minimum Dataset as well as monthly nursing workforce data to the Nursing Unit of the same Department.

All staff members are made aware of and are expected to comply with the Public Sector Code of Conduct. There were no known non-compliances in the year.

general reports

Freedom of Information

For the year ended 30 June 2003, nine requests were received under the Freedom of Information Act 1982.

Whistleblowers Protection Act

There were no disclosures under the Whistleblowers Protection Act 2001.

Legislative Changes

As a public hospital, QEC does not administer any Acts directly. The Health Services Act 1988 is the vehicle by which the hospital is incorporated and prescribes the manner in which it is regulated. Acts passed during 2002-2003 financial year are listed as follows:

Acts

- Audit (Amendment) Act 2003
- Business Licensing Legislation (Amendment) Act 2003
- Drugs, Poisons and Controlled Substances (Volatile Substances) Act 2003
- Environment Protection (Resource Efficiency) Act 2002
- Health Legislation (Research Involving Human Embryos and Prohibition of Human Cloning) Act 2003
- Pay-roll Tax (Maternity and Adoption Leave Exemption) Act 2003
- Public Holidays and Shop Trading Reform Acts (Amendment) Act 2003
- Residential Tenancies (Amendment) Act 2002
- Road Safety (Heavy Vehicle Safety) Act 2003
- Wrongs and Limitation of Actions Acts (Insurance Reform) Act 2003
- Wrongs and Other Acts (Public Liability Insurance Reform) Act 2002

Regulations

- Building (Amendment) Regulations 2003
- Building (Legionella Risk Management) (Amendment) Regulations 2002
- Cancer (BreastScreen Victoria Registry) Regulations 2003
- Drugs, Poisons and Controlled Substances (Fees) Regulations 2002

- Drugs, Poisons and Controlled Substances (Fees) Regulations 2003
- Electricity Safety (Bushfire Mitigation) Regulations 2003
- Emergency Management Regulations 2003
- Environment Protection (Vehicle Emissions) Regulations 2003
- Fundraising Appeals (Amendment) Regulations 2002
- Health (Consultative Council on Obstetric and Paediatric Mortality and Morbidity) Regulations 2002
- Health (Infectious Diseases) (SARS) Regulations 2003
- Health (Radiation Safety) (Fees) Regulations 2003
- Health Services (Supported Residential Services) (Fees) Regulations 2003
- Occupational Health and Safety (Asbestos) Regulations 2003
- Pathology Services (Exempted Tests) (Amendment) Regulations 2003
- Subordinate Legislation (Freedom of Information (Access Charges) Regulations 1993 – Extension of Operation) Regulations 2003
- Subordinate Legislation (Occupational Health and Safety (Noise) Regulations 1992 – Extension of Operation) Regulations 2003
- Tobacco (Amendment) Regulations 2003
- Transport Accident (Amendment) Regulations 2003
- Whistleblowers Protection (Amendment) Regulations 2002

Ministerial Directions

The information listed in the Directions of the Minister for Finance Part 9.1.3. (iv) is available on request.

Building Act 1993

The Queen Elizabeth Centre fully complies with the building and maintenance provisions of the Building Act 1993.

National Competition Policy

The Queen Elizabeth Centre complies with National Competition Policy guidelines when tendering.

The Centre has outsourced all non-core services.

donations & financial results

The Centre is very grateful for the continued support of donors during 2002-2003. Donations totalling \$90,346 supported QEC's National Conference in November, and accommodation costs for Visiting Scholar, Professor Jane Drummond. They enabled us to purchase a vehicle for home visiting staff in East Gippsland and two mini digital movie cameras for rural QEC sites. These are powerfully effective tools staff use to teach and improve the quality of parent-child interactions.

It is with sadness that the Board and Managers learnt of the death of Mrs WMK Stephens in July 2003. Mrs Stephens was an honorary administrator of the Centre in the nineteen-sixties. She maintained a strong personal interest in the Centre throughout her life and has been a regular donor each year. Our sympathies are with her daughter, Ms Jacqueline Stephens.

Annual Reporting Guidelines issued by the Department of Human Services require the summary of financial results with comparative results for the preceding four financial years to be presented in the format shown in Table 11. The same Guidelines require total revenues and expenses to be presented as in Table 12. It should be noted that in Table 11, revenue and expense items include capital purpose revenues and expenses, whereas in Table 12 capital purpose revenue and expense items are separated from operating revenue and expenses.

Table 11 Summary of Financial Results 1998-2003

	2002-03 \$	2001-02 \$	2000-01 \$	1999-00 \$	1998-99 \$
Total Expenses*	5,221,177	5,742,492	4,580,878	3,910,117	3,329,989
Total Revenue**	5,182,308	5,053,483	4,538,986	3,951,852	4,038,529
Operating Surplus/(Deficit)	(38,869)	(689,009)	(41,892)	41,735	708,540
Retained Surplus/(Accumulated Deficit)	(731,657)	(689,009)	1,281,966	1,323,858	1,285,123
Total Assets	7,046,303	6,960,949	6,962,667	6,937,698	6,748,143
Total Liabilities	871,492	769,992	607,701	540,840	393,020
Net Assets	6,174,811	6,190,957	6,354,966	6,396,858	6,355,123
Total Equity	6,174,811	6,190,957	6,354,966	6,396,858	6,355,123

* Includes Capital Purpose expense items

** Includes Capital Purpose revenue items

Table 10 Donations Year Ended 30 June 2003

Donor	\$
The QEC Foundation	54,054
Collier Charitable Fund	15,000
The Ian Potter Foundation	10,000
The Lord Mayor's Charitable Fund & Hospitals and Charities Sunday Appeal	6,422
Joe White Bequest	2,000
Estate Sir Walter Leitch	917
Forest Hill Early Childhood Foundation	909
St George's Hospital	500
Sandhurst Trustees: Estate E G Batchelder	394
Mrs W M K Stephens	100
Mr Les Johnston	50
TOTAL	90,346

Table 12 Financial Analysis of Operating Revenues and Expenses

	Total 2002/03 \$	Total 2001/02 \$
REVENUES		
Services Supported by Health Service Agreement		
Government Grants	4,477,888	4,619,979
Indirect Contributions by Human Services	106,740	19,466
Donations	6,422	-
Interest	35,254	42,574
Other Revenue	42,564	39,467
	4,668,868	4,721,486

Services Supported by Hospital & Community Initiatives

	51,000	81,600
	39,964	9,091
		3,211

ERRATA

Page 26: Statement of Cash Flows: Line item "Net Cash Flows From/(Used In) Investing Activities – the figure should be (\$99,784) not \$90,784).

Page 35: Note 11(a) Reserves: Line item "Decrease in Non-Current Financial Assets" – the word "Decrease" should be "Increase".

Page 37: Note 14: Superannuation: The following sentence should be included – "There were no superannuation contributions outstanding at 30 June 2003".

Fee for Service Medical Officers		
Supplies and Consumables		
Other Expenditure	899,576	899,576
	4,633,400	4,435,864

Services Supported by Hospital & Community Initiatives

Employee Benefits	138,764	98,922
Supplies and Consumables	20,840	229
Other Expenditure	166,404	79,787
	326,008	178,938

Surplus/(Deficit) for the Year before Capital Purpose Income, Depreciation, Amortisation and Specific Revenues and Expenses

	102,198	276,403
Capital Purpose Income	49,316	56,646
Proceeds from Sale of Non-Current Assets	71,386	105,632
Written Down Value of Assets Sold	(80,541)	(109,586)
Written Down Carrying Value of Buildings	0	(849,758)
Depreciation	(181,228)	(168,346)
Net Surplus / (Deficit)	(38,869)	(689,009)

financial statements

of The Queen Elizabeth Centre for the Year Ended 30 June 2003

This statement should be read in conjunction with the accompanying notes

Statement of Financial Performance for the year ended 30 June 2003

	Notes	Total 2002/03 \$	Total 2001/02 \$
REVENUE FROM ORDINARY ACTIVITIES	2, 2a	5,182,308	5,053,483
EXPENSES FROM ORDINARY ACTIVITIES	2b		
Employee Benefits		3,780,523	3,484,489
Supplies & Consumables		94,312	96,774
Depreciation	3a	181,228	168,346
Write down carrying value of buildings	3b	0	849,758
Other Expenses from Ordinary Activities		1,165,114	1,143,125
	2b	5,221,177	5,742,492
NET RESULT FROM ORDINARY ACTIVITIES		(38,869)	(689,009)
Net Increase/(Decrease) in Asset Revaluation Reserves	11a	26,502	525,000
Cumulative effect of change in accounting policy for annual leave		(3,779)	0
TOTAL REVENUES, EXPENSES AND VALUATION ADJUSTMENTS RECOGNISED DIRECTLY IN EQUITY		22,723	525,000
TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM CHANGES IN CONTRIBUTED CAPITAL		(16,146)	(164,009)

This statement should be read in conjunction with the accompanying notes

Statement of Financial Position as at 30 June 2003

	Notes	Total 2002/03 \$	Total 2001/02 \$
ASSETS			
Current Assets			
Cash Assets	4,13	155,747	98,802
Receivables	5,13	40,101	36,515
Other Financial Assets	6,13	383,187	514,313
Prepayments		10,138	7,717
Total Current Assets		589,173	657,347
Non-Current Assets			
Receivables	5,13	86,499	0
Other Financial Assets	6,13	2,352,515	2,302,131
Property, Plant & Equipment	7	4,018,116	4,001,471
Total Non-Current Assets		6,457,130	6,303,602
TOTAL ASSETS		7,046,303	6,960,949
LIABILITIES			
Current Liabilities			
Payables	8,13	142,411	185,835
Employee Benefits	9	491,760	400,370
Total Current Liabilities		634,171	586,205
Non-Current Liabilities			
Employee Benefits	9	237,321	183,787
Total Non Current Liabilities		237,321	183,787
TOTAL LIABILITIES		871,492	769,992
NET ASSETS		6,174,811	6,190,957
EQUITY			
Asset Revaluation Reserve	11a	1,134,502	1,108,000
Restricted Purpose Reserve	11a	990,000	990,000
Contributed Capital	11b	4,781,966	4,781,966
Accumulated Surpluses/(Deficits)	11c	(731,657)	(689,009)
TOTAL EQUITY		6,174,811	6,190,957

financial statements

This statement should be read in conjunction with the accompanying notes

Statement of Cash Flows for the year ended 30 June 2003

	Notes	Total 2002/03 \$	Total 2001/02 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts			
Government Grants		5,020,256	5,175,404
Donations & Bequests		91,434	64,227
Other:			
Interest Received		86,316	49,019
GST recovered from ATO		0	0
Other		298,650	108,873
Payments			
Employee Benefits		(3,639,454)	(3,331,851)
Supplies and Consumables		(1,152,355)	(1,221,205)
GST paid to ATO		(542,319)	(356,482)
Other		(5,799)	0
NET CASH FLOWS FROM/(USED IN)			
OPERATING ACTIVITIES			
	12	156,729	487,985
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of Properties, Plant and Equipment		(282,414)	(272,613)
Proceeds from Sale of Properties, Plant and Equipment		71,386	105,632
Purchase of Investments		(2,443,722)	(1,700,082)
Proceeds from Sale of Investments		2,554,966	1,354,057
NET CASH FLOWS FROM/(USED IN) INVESTING ACTIVITIES			
		(90,784)	(513,006)
NET INCREASE/(DECREASE) IN CASH HELD			
		56,945	(25,021)
CASH AT 1 JULY 2002			
		98,802	123,823
CASH AT 30 JUNE 2003			
	4	155,747	98,802

notes to and forming part of the financial statements for the year ended 30 June 2003

NOTE 1: Statement of Accounting Policies

The general purpose Financial Statements of the Centre have been prepared in accordance with the provisions of the Financial Management Act 1994. These requirements incorporate relevant accounting standards issued jointly by the Institute of Chartered Accountants in Australia and CPA Australia and other mandatory professional reporting requirements (Urgent Issues Group Consensus Views). They have been prepared on the historical cost basis whereby assets are recorded at purchase price plus costs incidental to their acquisition and do not take into account changing money values nor the current cost of non-current assets (unless specifically stated).

(a) Rounding Off

All amounts shown in the Financial Statements are expressed to the nearest dollar.

(b) Change in Accounting Policies

Change in Employee Benefits policy

In the previous reporting periods up to 30 June 2002, provisions for employee benefits (annual leave) were measured using remuneration rates current at reporting date.

For the reporting period ending 30 June 2003, the Centre is required by AASB 1028 (Employee Benefits) to measure provisions for employee benefits at remuneration rates expected to apply when the obligation is settled, including the expected increase in remuneration rates.

The transitional arrangements of AASB 1028 on adoption at 1 July 2002, give rise to an adjustment to opening annual leave liabilities and a corresponding change to accumulated surplus/(loss).

The impact of this change is:

Decrease	Accumulated Surplus/(Loss)	\$3,779
Increase	Annual Leave	\$3,779

(c) Receivables

Trade debtors are carried at nominal amounts due and are due for settlement within 30 days. Collectability of debts is reviewed on an ongoing basis. A provision for doubtful debts is raised where doubt as to collection exists.

(d) Other Financial Assets

Other financial assets are valued at market value and are classified between current and non-current assets based on the Centre's Board of Management intention at balance date with respect to the timing of disposal of each investment. Interest revenue from investments is brought to account when it is earned.

(e) Revaluations of Non-Current Assets

Subsequent to the initial recognition as assets, non-current physical assets, other than plant and equipment, are measured at fair value. Plant and equipment are measured at cost. Revaluations are made with sufficient regularity to ensure that the carrying amount of each asset does not differ materially from its fair value at the reporting date. Revaluations are assessed annually and supplemented by independent assessments, at least every three years. Revaluations

are conducted in accordance with the Victorian Government Policy Paper *Revaluation of Non-Current Physical Assets*.

Revaluation increments are credited directly to the asset revaluation reserve, except that, to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised at an expense in net result, the increment is recognised immediately as revenue in net result.

Revaluation decrements are recognised immediately as expenses in the net result, except that, to the extent that a credit balance exists in the asset revaluation reserve in respect of the same class of assets, they are debited directly to the asset revaluation reserve.

Revaluation increments and decrements are offset against one another within a class of non-current assets.

(f) Depreciation

Assets with a cost in excess of \$1,000 are capitalised and depreciation has been provided on depreciable assets so as to allocate their cost - or valuation - over their estimated useful lives using the straight-line method. This depreciation charge is not funded by the Department of Human Services.

The following table indicates the expected useful lives of non-current assets on which the depreciation charges are based:

	2002/03	2001/02
Buildings	Up to 50 years	Up to 50 years
Plant & Equipment	Up to 10 years	Up to 10 years
Furniture & Fittings	Up to 10 years	Up to 10 years

Depreciation rates are revised on an annual basis.

(g) Payables

These amounts represent liabilities for goods and services provided prior to the end of the financial year and which are unpaid. The normal credit terms are Nett 30 days.

(h) Goods and Services Tax

Revenues, expenses and assets are recognised net of GST except where the amount of GST incurred is not recoverable, in which case it is recognised as part of the cost of acquisition of an asset or part of an item of expense or revenue. GST receivable from and payable to the Australian Taxation Office (ATO) is included in the statement of financial position. The GST component of a receipt or payment is recognised on a gross basis in the statement of cash flows in accordance with Accounting Standard AAS 28.

(i) Employee Benefits

Based on pay rates expected to apply when the obligation is settled. On-costs such as WorkCover and superannuation are included in the calculation of leave provisions.

Long Service Leave

The provision of long service leave is determined in accordance with AASB 1028. The liability for long service leave expected to be settled within 12 months of the reporting date is recognised in the provision for employee benefits as a current liability. The liability for long service leave expected to be settled more than 12 months

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NOTE 2b: Analysis of Expenses by Source

Services Supported by Health Services Agreement

	Total 2002/03 \$	Total 2001/02 \$
Employee Entitlements:		
Salaries	3,257,656	3,038,108
WorkCover	23,207	32,909
Long Service Leave	57,074	76,252
Superannuation (Refer Note 15)	303,822	238,298
Supplies & Consumables:		
Medical & Pharmacy Supplies & Services	6,458	9,997
Food & Kitchen Supplies	61,757	82,433
Cleaning & Toilet Materials	5,257	4,115
Bedding & Linen	18,593	5,744
Other Expenses:		
Domestic Service Contracts	260,788	259,647
Administrative Expenses	153,003	166,924
Insurances	20,300	19,466
Repairs & Maintenance	74,347	76,416
Consultants & Contracted Services	47,520	26,127
Computer Services	39,967	43,349
Staff Development	44,883	27,258
Security Services	7,088	9,386
Minor Furniture & Equipment	34,959	4,567
Motor Vehicle and Travel	82,704	69,081
Light, Power & Fuel	48,701	47,820
Waste Removal	13,349	12,893
Inter-Agency Costs	41,728	150,462
Other	26,439	30,972
Sub-Total Expenses from Services Supported by Health Services Agreement	4,629,600	4,432,224

Services Supported by Hospital & Community Initiatives

	Total 2002/03 \$	Total 2001/02 \$
Employee Entitlements:		
Salaries	119,460	93,120
WorkCover	2,384	1,500
Long Service Leave	5,960	226
Superannuation	10,960	4,076
Supplies & Consumables:		
Food Supplies	20,840	229
Other Expenses:		
Administrative Expenses	37,533	8,238
Consultants & Contracted Services	89,669	42,501
Repairs & Maintenance	917	193
Minor Furniture & Equipment	1,044	0
Motor Vehicle & Travel	13,992	11,259
Staff Development	3,520	1,240
Grants for Research	0	12,734
Other	19,729	3,622
Sub-Total Expenses from Services Supported by Hospital & Community Initiatives	326,008	178,938

Depreciation (refer Note 3a)

	Total 2002/03 \$	Total 2001/02 \$
Audit Fees - Auditor General	3,800	3,640
Written Down Carrying Value of Buildings (refer Note 3b)	0	849,758
Written Down Value of Assets Sold (refer Note 2c)	80,541	109,586
Total Expenses from Ordinary Activities	5,221,177	5,742,492

NOTE 2c: Sale of Non-Current Assets

Proceeds from Disposal of Assets:

	Total 2002/03 \$	Total 2001/02 \$
Motor Vehicles	71,386	102,223
Other Equipment	0	3,409
Less Written Down Value of Assets Sold:		
Motor Vehicles	78,897	105,319
Other Equipment	1,644	4,267
Net Surplus/(Deficit) on Disposal	(9,155)	(3,954)

NOTE 3a: Depreciation

Buildings

Plant & Equipment:

	Total 2002/03 \$	Total 2001/02 \$
Transport	45,574	20,847
Computers & Communication	45,290	43,978
Other Equipment	27,763	23,704
Furniture & Fittings	5,948	4,647
Total	181,228	168,346

Allocation of Depreciation:

	Total 2002/03 \$	Total 2001/02 \$
Services Supported by Health Services Agreement	177,148	167,098
Services Supported by Hospital and Community Initiatives	4,080	1,248
Total	181,228	168,346

NOTE 3b: Specific Expenses

Write down carrying value of Buildings

Total 2002/03 \$	Total 2001/02 \$
0	849,758

NOTE 4: Reconciliation of Cash

For the purposes of the Statement of Cash Flows, cash includes cash on hand and in banks and financial institution deposits and investments (at call or highly liquid and readily convertible to cash within 24 hours) which the Centre uses in its cash management function on a daily basis.

	Total 2002/03 \$	Total 2001/02 \$
Cash on Hand	520	619
Short Term Deposits	155,227	98,183
Total	155,747	98,802

NOTE 5: Receivables

Current

	Total 2002/03 \$	Total 2001/02 \$
Accrued Investment Income	771	601
Accrued Revenue:		
Department of Human Services	25,208	17,550
Other	14,122	18,364
	40,101	36,515

Non-Current

	Total 2002/03 \$	Total 2001/02 \$
Accrued Revenue:		
Department of Human Services	86,499	0
	86,499	0
Total	126,600	36,515
Less Provision for Doubtful Debts	0	0
Net Debtors and Accrued Revenue	126,600	36,515

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Total 2002/03 \$	Total 2001/02 \$
------------------------	------------------------

71,386	102,223
0	3,409
78,897	105,319
1,644	4,267
(9,155)	(3,954)

Total 2002/03 \$	Total 2001/02 \$
56,654	75,170

45,574	20,847
45,290	43,978
27,763	23,704
5,948	4,647
181,228	168,346

177,148	167,098
4,080	1,248
181,228	168,346

Total 2002/03 \$	Total 2001/02 \$
0	849,758

Total 2002/03 \$	Total 2001/02 \$
------------------------	------------------------

520	619
155,227	98,183
155,747	98,802

Total 2002/03 \$	Total 2001/02 \$
771	601
25,208	17,550
14,122	18,364
40,101	36,515

86,499	0
86,499	0
126,600	36,515
0	0
126,600	36,515

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NOTE 6: Other Financial Assets

	Operating Fund	Specific Purpose Fund	Capital Fund	Total 2002/03	Total 2001/02
	\$	\$	\$	\$	\$
Current					
Term Deposits	152,815	230,372	0	383,187	514,313
Non Current					
Managed Funds	973,997	1,208,218	170,300	2,352,515	2,302,131
Total	1,126,812	1,438,590	170,300	2,735,701	2,816,445

NOTE 7: Property, Plant & Equipment

AT COST

	Total 2002/03	Total 2001/02
	\$	\$
Building Improvements	20,718	1,600
Less Accumulated depreciation	679	13
Total Buildings at Cost	20,039	1,587
Plant and Equipment		
Transport	276,519	175,835
Less Accumulated depreciation	36,134	9,972
	240,386	165,863
Computers and Communication	211,891	164,306
Less Accumulated depreciation	141,940	107,678
	69,951	56,628
Other Equipment	212,021	211,937
Less Accumulated depreciation	139,959	138,248
	72,062	73,689
Total Plant & Equipment	382,399	296,180
Furniture and Fittings	48,600	153,876
Less Accumulated depreciation	5,948	83,172
Total Furniture & Fittings	42,653	70,704
Total	445,091	368,471
AT FAIR VALUE		
Crown Land, Noble Park at 30.6.02	1,100,000	1,100,000
Total Land	1,100,000	1,100,000
Buildings	2,425,000	2,425,000
Building Improvements	100,000	100,000
Less Accumulated depreciation	55,975	0
Total Buildings	2,469,025	2,525,000
Cultural Assets	4,000	8,000
Total Cultural Assets	4,000	8,000
Total	3,573,025	3,633,000

Land and Buildings at Valuation:

The Noble Park property including land, buildings and improvements, being crown land, was valued at their fair value by independent valuers Neil Hollingworth FAPI, FREI and Robert Ian St.Clair AAPI, AAIM – 31 May 2002

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Cultural Assets at Valuation:

Cultural Assets were revalued by Leonard Joel Aust. – 2 April 2003

Reconciliations of the carrying amounts of each class of land, buildings, plant & equipment and communication at the beginning and end of the current and previous financial year are set out below:

	Crown Land	Buildings	Plant & Equipment	Furniture & Fittings	Cultural Assets	Total
	\$	\$	\$	\$	\$	\$
2003						
Carrying amount at start of year	1,100,000	2,526,587	276,485	90,399	8,000	4,001,471
Additions	0	19,130	261,203	2,081	0	282,414
Disposals	0	0	(80,541)	0	0	(80,541)
Revaluation Increments/decrements	0	0	0	0	(4,000)	(4,000)
Net transfers free of charge	0	0	43,879	(43,879)	0	0
Depreciation (note 3)	0	(56,654)	(118,627)	(5,947)	0	(181,228)
Carrying amount at end of year	1,100,000	2,489,064	382,399	42,653	4,000	4,018,116
2002						
Carrying amount at start of year	575,000	3,436,299	283,406	28,843	8,000	4,331,548
Additions	0	15,216	186,195	71,203	0	272,614
Disposals	0	0.0	(105,320)	(4,267)	0	(109,587)
Revaluation Increments/decrements	525,000	(849,758)	0	0	0	(324,758)
Net transfers free of charge	0	0	733	(733)	0	0
Depreciation (note 3)	0	(75,170)	(88,529)	(4,647)	0	(168,346)
Carrying amount at end of year	1,100,000	2,526,587	276,485	90,399	8,000	4,001,471

NOTE 8: Payables

CURRENT

Trade Creditors	32,037
Accrued Expenses	16,861
Revenue in Advance	3,717
GST Payable	89,796
Total	142,411

Total 2002/03	Total 2001/02
\$	\$
32,037	51,348
16,861	26,952
3,717	364
89,796	107,171
142,411	185,835

NOTE 9: Provisions

CURRENT

Employee Benefits (refer Note 9a)	491,760
Total	491,760

Total 2002/03	Total 2001/02
\$	\$
491,760	400,370
491,760	400,370

NON CURRENT

Employee Benefits (refer Note 9a)	237,321
Total	237,321

237,321	183,787
237,321	183,787

Movements in Provisions

Carrying amount at start of year	204,208
Additional provisions recognised	59,428
Amounts incurred during the year (including estimates)	(3,552)
Carrying amount at end of year	260,084

204,208	177,191
59,428	76,478
(3,552)	(49,461)
260,084	204,208

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NOTE 9a: Employee Benefits

CURRENT

Long service leave	
Accrued Salaries & Wages	
Accrued Annual leave	
Accrued Days Off	

Total

NON CURRENT

Long service leave	
--------------------	--

Total

Movements in Long Service Leave:

Balance 1 July	
Provision made during the year	
Settlement made during the year	

Balance 30 June

Total 2002/03 \$	Total 2001/02 \$
26,369	20,421
123,106	116,167
331,086	251,926
11,199	11,856
491,760	400,370
237,321	183,787
237,321	183,787
204,208	177,191
63,034	76,478
(3,552)	(49,461)
263,690	204,208

*The following assumptions were adopted in measuring present value:

In measuring present value a probability factor which varies in accordance with the number of years of service has been used in determining the retention rate for employees with a particular number of years of service. A wage inflation rate of 4.0% has been Applied. The bond discount rate and wage inflation rate have been supplied by the Department of Treasury and Finance

NOTE 10: Commitments

Aggregate expenditure contracted for at balance date

Operating Leases

<i>Cancellable</i>	
Not later than one year	
Later than one year and not later than 5 years	

Painting Contract

<i>Cancellable</i>	
Not later than one year	
Later than one year and not later than 5 years	
More than 5 years but less than 8 years	

Total 2002/03 \$	Total 2001/02 \$
4,867	6,400
0	25,873
4,867	32,273
9,256	0
30,049	0
22,090	0
61,395	0

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NOTE 11: Equity & Reserves

(a) Reserves

Asset Revaluation Reserve

Crown Land

Balance at the beginning of the reporting period	
Increase of Land during year	
Balance at the end of the reporting period	

Cultural Assets

Balance at the beginning of the reporting period	
Decrease in Cultural Assets during year	
Balance at the end of the reporting period	

Non-Current Financial Assets

Balance at the beginning of the reporting period	
Decrease in Non-Current Financial Assets	
Balance at the end of the reporting period	

Restricted Purpose Reserve

Balance at the beginning of the reporting period	
Transfer to and from Restricted Purpose Reserve	
Balance at the end of the reporting period	

Total Reserves

(b) Contributed Capital

Balance at the beginning of the reporting period	
Capital contribution received from Victorian Government	
Balance at the end of the reporting period	

(c) Accumulated Surpluses/(Deficits)

Balance at the beginning of the reporting period	
Net Result for the year	
Adjustments Resulting from Change in Accounting Policy	
Balance at the end of the reporting period	

(d) Equity

Total Equity at the Beginning of the reporting period	
Total changes in Equity Recognised in the Statement of Financial Performance	
Adjustments Resulting from Change in Accounting Policy	
Total changes in Asset Revaluation Reserve	

Total 2002/03 \$	Total 2001/02 \$
1,100,000	575,000
0	525,000
1,100,000	1,100,000
8,000	8,000
(4,000)	0
4,000	8,000
0	0
30,502	0
30,502	0
990,000	990,000
0	0
990,000	990,000
2,124,502	2,098,000
4,781,966	3,500,000
0	1,281,966
4,781,966	4,781,966
(689,009)	1,281,966
(38,869)	(689,009)
(3,779)	(1,281,966)
(731,657)	(689,009)
6,190,957	6,354,966
(38,869)	(689,009)
(3,779)	0
26,502	525,000
6,174,811	6,190,957

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NOTE 12: Reconciliation of Net Cash Flows from Operating Activities to Operating Result

	Total 2002/03 \$	Total 2001/02 \$
Net Result for the Year	(38,869)	(689,009)
Depreciation	181,228	168,346
(Increase)/Decrease in Receivables	(90,085)	(8,906)
(Increase)/Decrease in Prepayments	(2,421)	1,551
Increase/(Decrease) in Payables	(43,424)	43,332
Increase/(Decrease) in Employee Benefits	144,924	118,959
(Profit)/Loss From Sale Of Property, Plant And Equipment	9,155	3,954
Adjustment Resulting from Change in Accounting Policy	(3,779)	0
Write down of buildings	0	849,758
NET CASH FLOWS FROM OPERATING ACTIVITIES	156,729	487,985

NOTE 13: Financial Instruments

(a) Interest Rate Exposure

The Centre's exposure to interest rate risk and effective weighted average interest rate by maturity periods is set out in the following timetable. For interest rates applicable to each class of asset or liability refer to individual notes to the financial statements. Exposure arises predominantly from assets and liabilities bearing variable interest rates.

Interest rate exposure as at 30/06/03

Financial Assets

Cash assets	155,747	0	155,747
Trade Debtors	0	125,829	125,829
Other receivables	0	771	771
Deposits	383,187	0	383,187
Other financial assets	2,352,515	0	2,352,515
Total Financial Assets	2,891,449	126,600	3,018,049

Financial Liabilities

Trade creditors and accruals	0	142,411	142,411
Total Financial Liabilities	0	142,411	142,411

Net Financial Assets/Liabilities

Weighted Average Interest Rate = fin'l assets 2.8%

Interest rate exposure as at 30/6/2002

Financial Assets

Cash	98,802	0	98,802
Trade Debtors	0	35,914	35,914
Other Receivables	0	601	601
Deposits	514,313	0	514,313
Other Financial Assets	2,302,131	0	2,302,131
Total Financial Assets	2,915,248	36,515	2,951,762

Financial Liabilities

Trade creditors & accruals	0	185,835	185,835
Total Financial Liabilities	0	185,835	185,835

Net Financial Assets/Liabilities

Weighted Average Interest Rate = fin'l assets 1.7%

(b) Credit Risk Exposure

Credit risk represents the loss that would be recognised if counterparties fail to meet their obligations under the respective contracts at maturity. The credit risk on financial assets of the entity have been recognised on the Statement of Financial Position, as the carrying amount, net of any provisions for doubtful debts.

NOTE 13: Financial Instruments (cont'd)

Net Fair Value

Financial Assets

Cash	155,747	155,747	98,802	98,802
Trade Debtors	125,829	125,829	35,914	35,914
Other Receivables	771	771	601	601
Deposits	383,187	383,187	514,313	514,313
Other Financial Assets	2,352,515	2,352,515	2,302,131	2,302,131
Total Financial Assets	3,018,049	3,018,049	2,951,762	2,951,762

Financial Liabilities

Trade creditors & accruals	142,411	142,411	185,835	185,835
Total Financial Liabilities	142,411	142,411	185,835	185,835

Cash, deposit investments, cash equivalents and non-interest bearing financial assets and liabilities (trade debtors, other receivables, trade creditors and advances) are valued at cost which approximates net fair value.

NOTE 14: Superannuation

Superannuation contributions for the reporting period are included as part of salaries and associated costs in the Statement of Financial Performance of the Centre. The name and details of the major employee superannuation funds and contributions made by the Centre are as follows:

Fund

Health Super	312,000	242,374
HESTA	2,782	0
Total	314,782	242,374

Contributions to the HealthSuper defined benefits scheme are paid in accordance with the Hospital Superannuation Act 1988.

The above amounts were measured as at 30 June of each year, or in the case of employer contributions they relate to the year ended 30 June.

The rates for 2002/03 were:

Schemes	Contribution Rates	
Health Super and HESTA Schemes	Superannuation Guarantee 9%	
Health Super Contributory Scheme	Employee	Employer
	0%	1%
	3%	6%
	4%	6%
	6%	10%

The unfunded superannuation liability in respect to members of Health Super Fund defined benefits schemes are shown as a liability separately by the Department of Treasury and Finance. The Queen Elizabeth Centre's share of this liability is \$58,936.47.

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NOTE 15: Responsible Person Related Disclosures

(a) Responsible Persons

Responsible Minister - Hon. Sherryl Garbutt

Board Members:

The names of persons who were board members at any time during the financial year are:

Mr Paul Trowbridge - President

Ms Pam Ford - V. President (from November 2002)

Mr Bruce Morley - V. President & Treasurer (from November 2002)

Ms Heather Finlayson (from November 2002)

Ms Dale Fisher

Ms Elizabeth Johnson

Ms Linda Martin (V. President to November 2002)

Ms Carolyn McClean

Ms June McLoughlin

Assoc. Prof Campbell Paul (V. President to November 2002)

Mr Timothy Staker (from November 2002)

Dr Lakshmi Sumithran (from November 2002)

Accountable Officer: Ms. Pam Stilling - Chief Executive Officer

The remuneration of the Accountable Officer is reported under "Executive Officer Remuneration"

(b) Remuneration of Responsible persons:

Total remuneration received or due or receivable by Responsible Persons

Nil Nil

The remuneration of the Accountable Officer who is not a member of the Board is reported under "Executive Officer Remuneration".

(c) Retirement Benefits of Responsible Persons:

Retirement benefits paid in connection with the retirement of Responsible Persons of the reporting entity amount to:

Nil Nil

(d) Other Transactions of Responsible Persons and their Related Parties:

Related party transactions

Nil Nil

(e) Other Receivables from and Payables to Responsible Persons and their related Parties:

Aggregate amounts payable at balance date

Nil Nil

(f) Amount Attributable to Other Transactions With Responsible Persons and their Related Parties:

Transactions with Responsible Persons and their related parties

Nil Nil

(g) Executive Officer Remuneration:

The number of Executive Officers whose total remuneration (including bonuses) for the year falls within each successive \$10,000 band, commencing at \$100,000.

\$100,000 - \$109,999

\$110,000 - \$119,999

Total remuneration for the reporting period for Executive Officers included above amounted to:

	2002/03	2001/02
	No.	No.
\$100,000 - \$109,999	0	0
\$110,000 - \$119,999	1	1
Total remuneration for the reporting period for Executive Officers included above amounted to:	119,184	117,079

	2002/03	2001/02
	\$	\$
Audit fees paid or payable to the Victorian Auditor-General's Office for audit of the Centre's financial report:		
Paid as at 30 June 2003	3,700	3,600
Payable as at 30 June 2003	3,800	3,640

NOTE 16: Remuneration of Auditors

Audit fees paid or payable to the Victorian Auditor-General's Office for audit of the Centre's financial report:

 Paid as at 30 June 2003

 Payable as at 30 June 2003

NOTE 17: Segment Reporting

The Centre's singular business segment is the delivery of early parenting services and training. The Centre operates predominantly in Noble Park, Victoria. More than 90% of revenue, net surplus from ordinary activities and segment assets relate to operations in Noble Park, Victoria.

Certification

In our opinion the Report of Operations and Financial Statements of The Queen Elizabeth Centre comprising a Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and Notes to the Financial Statements have been prepared in accordance with the provisions of the Financial Management Act 1994 and the Directions of the Minister for Finance – Part 9 Reporting Provisions.

In our opinion the Financial Statements present fairly the financial transactions for the year ended 30 June 2003 and the financial position as at that date of The Queen Elizabeth Centre.

At the date of signing the Financial Statements we are not aware of any circumstances which would render any particulars included in the statements to be misleading or inaccurate.



ACTING PRESIDENT, BOARD OF MANAGEMENT

Bruce Morley



CHIEF EXECUTIVE OFFICER

Pam Stilling



COMMERCIAL MANAGER

Peter N Davis FCPA

Dated the sixteenth day of August 2003 at Noble Park



AUDITOR GENERAL
VICTORIA

Auditor-General's Report

To the Members of the Parliament of Victoria, responsible Ministers and the Members
of the Board of Management of The Queen Elizabeth Centre

Audit Scope

The accompanying financial report of The Queen Elizabeth Centre for the financial year ended 30 June 2003, comprising statement of financial performance, statement of financial position, statement of cash flows and notes to the financial statements, has been audited. The Members of the Board of Management are responsible for the preparation and presentation of the financial report and the information it contains. An independent audit of the financial report has been carried out in order to express an opinion on it to the Members of the Parliament of Victoria, responsible Ministers and Members of the Board of Management as required by the *Audit Act 1994*.

The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. The audit procedures included an examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia, and the financial reporting requirements of the *Financial Management Act 1994*, so as to present a view which is consistent with my understanding of The Queen Elizabeth Centre's financial position, and its financial performance and cash flows.

The audit opinion expressed in this report has been formed on the above basis.

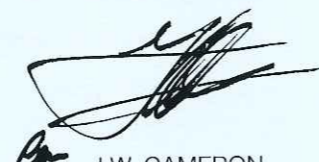
Audit Opinion

The Queen Elizabeth Centre did not include the assets, liabilities, revenues and expenses of The Queen Elizabeth Centre Foundation in its financial report for the financial year ended 30 June 2003 nor for the financial year ended 30 June 2002. While the Foundation operates independently under the authority of a Trust Deed, the Foundation should have been consolidated within the Centre's financial report in accordance with Australian Accounting Standard AAS 24 Consolidated Financial Reports, as the Centre enjoys the majority of the benefits provided by the Foundation and is ultimately exposed to the majority of the risks of the Foundation. I am unable to quantify the effect of this departure on the Centre's financial report as I have not acted as auditor of the Foundation and its financial report was not available at the date of preparation of this report.

Qualified Audit Opinion

In my opinion, except for the matter referred above, the financial report presents fairly the financial position of The Queen Elizabeth Centre as at 30 June 2003 and the results of its operations and its cash flows for the year ended on that date in accordance with the requirements of the *Financial Management Act 1994*.

MELBOURNE
11 September 2003


J.W. CAMERON
Auditor-General

Victorian Auditor-General's Office Level 34, 140 William Street, Melbourne Victoria 3000
Telephone (03) 8601 7000 Facsimile (03) 8601 7010 Email comments@audit.vic.gov.au Website www.audit.vic.gov.au

compliance index

The Annual Report of the entity is prepared in accordance with the *Financial Management Act 1994* and the Directions of the Minister for Finance. This index has been prepared to facilitate identification of compliance with statutory disclosure and other requirements.

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The Queen Elizabeth Centre

53 Thomas Street Noble Park

Victoria 3174 Australia

Telephone: +61 3 9549 2777

Facsimile: +61 3 9549 2779

Email: theqec@qec.org.au

www.qec.org.au

